



Jim Doyle
Governor

Helene Nelson
Secretary

State of Wisconsin
Department of Health and Family Services

1 WEST WILSON STREET
P O BOX 8916
MADISON WI 53708-8916

Telephone: 608-267-3905
FAX: 608-266-6836
dhfs.wisconsin.gov

PROGRAM ENHANCEMENT PLAN (PEP) **IMPLEMENTATION TEAM**

MEETING NOTES

FEBRUARY 24, 2005

9:00 AM – 4:15 PM

UW-Madison Pyle Center Room 325/326

(webcast is available at <http://dhfs.wisconsin.gov/webcast/dcfs/pep2-24-05.htm>)

I. Welcome/Introductions/Goals of the Meeting

Diane Waller – Facilitator

Kitty Kocol – Administrator, Division of Children and Family Services

Kitty Kocol, Administrator of the Division of Children and Family Services welcomed participants and explained the goals of the meeting.

II. First Quarter PEP Status Report

Mark Campbell – Director, Bureau of Programs and Policies

Mark Campbell, Director of the Bureau of Programs and Policies went through the first quarter PEP Status Report to be submitted to the federal government on March 1, 2005. Mark also discussed the key activities identified in the report for completion in Quarter Two.

III. Discussion on WiSACWIS PEP Reports

Mark Campbell – Director, BPP

Gardner Wheeler, Office of Program Evaluation and Planning

Mark Campbell and Gardner Wheeler went through each WiSACWIS report currently in production for highlighting the progress of PEP performance outcomes. Mark stated that the Division was aiming to have the reports available in July.

Recommendations:

1. Allow counties to select other similar counties for comparison on certain outcomes.
2. Provide training to counties on accessing and analyzing the data in the reports.
3. Identify contact person in the Division of Children and Family Services who can answer questions related to the reports.
4. Provide PEP information to the public both county and statewide (except for confidential information).
5. Provide assistance to Counties in putting the data into context.

IV. PEP Communications

Kitty Kocol – Administrator, DCFS

Kitty Kocol led a discussion on a series of questions related to PEP Communications, including recommendations from the Division. They are as follows:

1. What do you think will be the best way to market the electronic bulletin board to County Directors, managers and child welfare caseworkers and to alert them when new policies are posted on the bulletin board for review and comment?
2. When individuals comment on draft policy that is posted on the bulletin board, should we ask them to clarify if they are commenting as a member of the PEP Steering Committee, one of the PEP Policy Committee members and/or as a member of WCHSA? Would it be helpful to also ask for their job title (Director, caseworker, etc.) and where they are employed?
3. Given the tight timeframes we are working under, how much time do you think is reasonable to allow for people to comment on draft policy that is posted on the bulletin board?
4. There are several options for communicating actual policy changes to counties (numbered memo, electronic bulletin board, statewide CPS Supervisor's meetings, weekly periodic "hot topic" alerts, DCFS in Review). All of these communication strategies could be used, but for different purposes. How would you suggest that each of the communication strategies be used to assure that county staff get information efficiently and have an opportunity to get clarification when needed? Are there additional communication strategies that you would suggest?
5. Each PEP Committee, with broad representation from counties, will participate in the development of policies relevant to their committee. Draft policy will then be presented to the PEP Implementation Team and posted on the electronic bulletin board for everyone to comment on. This process will provide many opportunities for County Directors, managers and child welfare caseworkers to have input into policy development as its occurring. The WCHSA 30-day review that is currently used duplicates the opportunity for input and delays our ability to get policies to counties in a timely manner. As long as a policy has been developed by one of the PEP Committees and has been posted on the bulletin board for input, do you have any concerns with waiving the WCHSA 30-day review period for numbered memos? If so, how might we address those concerns?

Recommendations:

1. Be sure to send notification of PEP Electronic Bulletin Board to individuals who are not on eWiSACWIS in order to reach out to Tribes and non-county staff.
2. Be very clear about what feedback is needed and what is non-negotiable.

V. Demo on Electronic Bulletin Board

Matt Duffy – Division of Management and Technology

Matt Duffy provided a brief presentation on the functionality of the electronic bulletin board.

Recommendations:

1. Add a way for people to submit questions.

2. In the comment section add a place for a subject line.
3. Add a search function so people can locate all the comments related to a certain topic.
4. In the policy detail section, add a place for the key questions that need input.
5. On the main PEP page, make the bulletin board easy to locate and accessible for commenting.
6. Add a feedback form for people to comment on the format of the bulletin board.

VI. Wisconsin Child Welfare Case Flow

Mark Campbell – Director, BPP

Mark Campbell reviewed a document highlighting the case flow process for child welfare in Wisconsin.

VII. PEP Committee Progress

Committee Chairs

Each PEP Committee provided a brief overview of the progress of their Committees.

VIII. Updates on Child Welfare Related Topics

Kitty Kocol – Administrator, DCFS

Kitty Kocol provided brief highlights on federal and state issues related to child welfare.

IX. Other/Next Steps

Kitty Kocol – Administrator, DCFS

The next PEP Implementation Team meeting will be held Thursday, June 16, 2005 from 9:00 AM – 4:15 PM at the UW Madison Pyle Center.